

**Appendix 2 to Office of Refugee Services Quality Assurance Review Guide:
Keeping Education Among Youth for Success (KEYS)**

Agency _____

Site Visit Date _____

Agency Staff Present _____

State Staff Present _____

I. Refugee Youth Population and Number Served

- a) Estimate the total refugee youth population (ages 10-18) in your service delivery area. Enter #: _____
- b) Number of eligible refugee youth currently served under your KEYS project. Enter #: _____

II. Advisory Council

- a) Does your agency have a KEYS Advisory Council? (Please circle) Yes No
- b) If yes, how many members are there? Enter #: _____
- c) How often are meetings held? (Please attach a copy of minutes of the most recent meeting). Enter #: _____
- d) If there is not a KEYS Advisory Council, please explain why?

- e) Are Council Members present during the onsite review? Yes No
If yes, provide name(s):

III. Goals and Outcomes

	Increase School Attendance 10%	Increase GPA by .50	Prevent Recidivism	Obtain Employment
a) Annual Goals (*)				
b) Outcomes to Date				
c) % of Outcomes				

(*) As indicated in your agency's action plan

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IV. Best Practices and Issues Encountered

Describe successful activities contributing to project outcomes, as well as specific issues or concerns encountered:

V. Case File Maintenance

This portion of the review is conducted by ORS and the agency during the onsite.

	Enter Number
1. Total number of cases currently served under your KEYS project.	
2. Number of case files reviewed during the visit.	
3. Of the case files reviewed, how many contain documentation of refugee or asylee status? (Having copies of the I-94 or 'Green Card' in the file).	
4. Of the case files reviewed, how many have program eligibility documented? (Are intake and assessment forms completed?).	
5. Number of case files that may not be eligible for KEYS.	
6. Number of case files that clearly document specific goals based on assessment (increase school attendance, increase GPA, prevent recidivism, obtain employment, etc.?).	
7. Number of case files that do not have the annual goals identified in #6.	
8. Number of case files that contain a service plan, which clearly documents what services were provided and when, as well as services to be provided in the future to achieve the goals identified?	
9. Number of cases that outcomes are documented (specific goals achieved are well documented, alternate activities have been identified and implemented when a specific goal has not been achieved).	
10. Number of cases closed .	

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VI. Community Support and Linkages

a) Describe any written inter-agency agreements or service contracts for refugee youth services. Also, describe any participation or representation on local youth related organizational Boards, committees, etc.:

b) Do your KEYS staff participate in regular meetings of other agencies serving youth in the community? Describe topics and frequency for such meetings:

VII. Reports

This portion of the review is completed by both ORS and the agency during the onsite review.

A. Quarterly Performance Reports (QPRs) (Please Circle One)

- | | | |
|---------------------------------------------------------------|-----|----|
| 1) Are the KEYS QPRs submitted in a timely manner? | Yes | No |
| 2) Is the narrative of the QPRs complete? | Yes | No |
| 3) Are the schedules/tables of the QPRs completed accurately? | Yes | No |

B. Monthly CARS Expenditure Reports (Please Circle One)

- | | | |
|-----------------------------------------------------------------------------------------------------------------|-------------|-----------|
| 1) Are the KEYS monthly CARS Reports forwarded in a timely manner to the DWD CARS Unit? | Yes | No |
| 2) Do the KEYS monthly CARS Reports accurately reflect current agency number, agency type, and profile numbers? | Yes | No |
| 3) Are actual or estimated costs being reported? (Please circle) | Actual | Estimated |
| 4) Is the agency submitting CARS Reports electronically? | Yes | No |
| 5) If yes, is the ORS Contract Monitor receiving a copy? | Yes | No |
| 6) How is ORS receiving a copy? | Electronic. | Paper |

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VIII. Additional Comments and/or Questions from the Agency

IX. Findings and Recommendations/Corrective Actions

(To be completed by the ORS review team. Also see paragraph VIII in the base Quality Assurance Review Guide)
